

CHUCK e. FOCUS

Week 12 – March 29, 2019

Top Sales Spotlight

Company wide:

	Restaurant	2018	2019	YOY
1.	Cedar Falls, IA #655	\$19,996	\$43,390	117.0%
2.	Fort Collins, CO #865	\$17,979	\$36,817	104.8%
3.	Melbourne, FL #699	\$37,832	\$73,818	95.1%
4.	Bloomington, IL #345	\$14,540	\$28,133	93.5%
5.	Wichita Falls, TX #309	\$19,126	\$36,570	91.2%
6.	Des Moines, IA #958	\$43,438	\$77,216	77.8%
7.	Brandon, FL #420	\$38,437	\$67,367	75.3%
8.	Doylestown, PA #762	\$16,609	\$27,502	65.6%
9.	Arbor Walk, TX #586	\$25,397	\$41,193	62.2%
10.	Jensen Beach, FL #690	\$25,195	\$40,054	59.0%



Tesser Re-Models:

1.	El Paso, TX #852	\$20,409	\$44,509	118.1%
2.	Pensacola, FL #065	\$28,283	\$52,408	85.3%
3.	Greece, NY #839	\$28,571	\$48,535	69.9%
4.	Indy Castleton, IN #096	\$30,139	\$49,618	64.6%
5.	Houston 1960, TX #032	\$27,048	\$42,977	58.9%



There were some great basketball tournaments going on in the restaurants this past week!





Congratulations to the winners of the Week 1 Basketball tournaments!

Your Chuck E. swag will soon be on its way!

Crystal Lake #053	Daisy Ochoa	Altoona #449	Shirl Petrunak	Grand Junction #708	Kenyan Downard
Knoxville #055	Blake Elrod	West Hills #461	Noe Lopez	Killeen #732	Shanyia Weathers
Metcalf #067	Chey Page	Cherry Hill #498	Jocelyn Rojas	Omaha #733	Manuel Acosta-Ramirez
Irving #081	Deshawn Bolden	Boardman #552	Cameron Stubbs	Joplin #749	Vanessa Hutchinson
Independence #082	Nathaniel Barber	Valley View #580	Roberto Monjaras	Santa Maria #761	Evan Hickerson
Humble #105	Phillip Mabry	Firewheel #584	Dejanique Mercado	Pinole #768	Vern Bienh
Kennesaw #117	Jasmine Knowles	Anchorage #589	Gerardo Gomez	Vista #784	Jasmine Avita
Las Cruces #307	Miguel Rico	Albany #617	Timothy Nunley	Escondido #788	Ruben Ramirez
Denton #310	Parker Moore	Yuma #620	Tyrone Paige	Edina #797	Ashreena Mohammed
Vancouver #333	Colton Shackelford	Silverdale #622	Emillee Steele	St. Cloud #799	Angela Frey
Torrance #358	Antonio Estrella	Stockton #631	Josiah Coleman	Muskegon #829	Citlali Camacho
El Centro #370	Elba Canizales	Roseville #633	Justin Jenner	Whitby #833	Nicholle Hogan
Hemet #376	Talia Hawkins	Glendale #634	Anthony Rami	N. Edmonton #835	Kassem Homssy
Monrovia #390	Kevin Ruiz	Olathe #665	Anthony Ingram	Langley #847	Ryan Neurauder
Rhonert Park #399	Nico Nunez	Little Rock #671	Braylon Washington	E. El Paso #852	Luis Montes
H. Beach #406	Esmeralda Arellano	Mount Juliet #672	Bryce Fowler	Ellisville #947	Brian Reid
Roosevelt #437	Kyree Johnson	Arlington Hts #688	Seth McMasters	Plano #950	Rickie Moore
Pico Rivera #440	Cecilia Munoz	Decatur #701	Jose Domingo	S. Fort Worth #952	Nick Nugent
Fontana #445	Juan Estrada			W. Des Moines #958	Roberto Alvarez

Week 2: Creative Dessert Contest

Don't forget to send your winning recipe to your DM and myfavoritefun so they can select the winner in their district.

District Managers ~ Don't forget, Monday is the deadline to send the winning dessert from your district to me at sfincher@cecentertainment.com!

Week 3: Team Pride Week

Who: District Managers will bring their district together and cheer on their favorite sports teams

When: April 1st – 7th

Where: Your restaurants and district

What do you get: 1 DM/AD from each region will receive a cool Chuck E. shirt and/or jacket, along with some cool Chuck E. swag to give out to their restaurants!

Why: To have fun and cheer on the restaurants in your districts, promoting comradery in your restaurants.

For all the fun week 3 details, check out the communication sent out by L&D!

a&b moments...

I just wanted to let you know about the **exceptional guest service** we received from two employees. First of all, our party host was Jlon and he was amazing. He was **so kind and calm and was exactly what this mom needed** for a hectic party with several 6 year olds. The place was extremely busy, and the kids enjoyed playing on their cards. Another fantastic part of the day was the guest service from Alisa who took our tickets. **She was calm, kind, and provided fantastic guest service.** Jlon and Alisa were just wonderful employees and erased any bad moments I have had with staff in the past. They were helpful and considerate despite the huge crowd. Good staff makes all the difference! I also noticed that there were several new games and small rides. The kids loved this and it really made the place look better. That was very much appreciated and really made the experience better. As well as making the restaurant look even better. This was our first time having an actual birthday party at Chuck E Cheese and I would not hesitate to recommend this to someone else. The overall event was great and most importantly, our 6 year old son had an incredible time. Thank you so much for a wonderful experience overall. Please give Jlon and Alisa a huge pat on the back, they were the real MVP's!

Southeast Region ~ Tulsa, OK #891 ~ RVP Bill Eich ~ DM Anthony Chapa ~ GM Jack Dugan ~ Cast Members Jlon and Alisa

anniversaries

20+ YEARS

30 YEARS

Sepideh Sobatdar-Attayi

Core Cast Member ~ 032

10 YEARS

Chris Palacios ~ 364

Morgan Purcell ~ 481

5 YEARS

Audrey Lyon ~ 332

Christian Nunez ~ 371

Anthony Nguyen ~ 660

Jose Castro-Sandoval ~ 660

Alicia Pomaes ~ 779

I wanted to email you to let you know how amazing my son's birthday party this morning turned out. We booked the VIP party from 9-11 and I was so **pleasantly surprised how smooth, easy, and great everything was!** I was hesitant to book a party at Chuck E. Cheese's in the past because of how busy it gets. The VIP party was so great! From the phone call a few days before to go over the details and answer questions, to the greeting when we arrived and assurance that we just let our party host know what we need and when we need it, was excellent! Our party server Kaiyah was exceptional, **she even offered to put all our tickets into the ticket redeemer** (life saver). My son is gluten free, and that was accommodated with a GF personal pizza for him. I filled out the survey but wanted to pass on how great of an experience we had. Fun was had by all ages, thank you so much for a great staff!

Western Region ~ Tacoma, WA #626 ~ RVP Jim Brawley ~ DM Tony Reynolds ~ GM Brent Marga ~ Party Server Kaiyah



Just wanted to let you know what great Cast Members you have at the Cedar Falls location. My family and I stop in at least twice a month and **everyone is always so nice and go out of their way to make us feel welcomed and valued as guests.** Most of the employees have even gotten to know my daughter by name, which she loves and always comments with a smile. Keep up the awesome job.

Northeast Region ~ Cedar Falls, IA #655 ~ RVP Chris Kelly ~ DM Eric Montes ~ GM Kristy Conkity

PIN earners



Congratulations to Emma Thibert, the next Ruby pin earner for team Edmonton #834! Emma joined the Chuck E. family 3 years ago, and has been a bright spot in Edmonton from the start. You will always find Emma making sure all the kids in her parties are having fun. She is always sure to keep a clean and tidy party area with everything organized and in place. Birthday stars are always Emma's priority, as she makes sure they are having the most special day ever. Thank you Emma, for all you do. Your Ruby Pin is very much deserved.

~ The part that made our party so awesome was our hostess Emma. She was friendly, had an answer to my questions, made sure everything was ok and that I didn't have any concerns. She also interacted with the kids and made sure they were also having a good time. Having a good hostess can define how well the party will go, and I will definitely recommend my friends to go to Chuck E. Cheese and request Emma if they are planning to have a party there. Thanks for making Jordan's party a blast Emma. ~

~ Emma was a wonderful host! She was very organized and kept the kids engaged. Thank you for a great party. ~

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Congratulations to Sidney-Lee Chisholm, the next Ruby Pin earner from team Whitby #833! Sidney joined the Chuck E. family 3 ½ years ago, and she truly loves what she does! She is always keeping the happiness of the birthday star and parents her #1 priority. Playing games, taking pictures, and chatting with the kids makes them feel extra special on their special day. Sydney always looks forward to meeting the birthday star to make their day memorable. Thank you Sydney for all you do, your Ruby Pin is very much deserved!

~ Our hostess Sidney was awesome. Extremely patient and attentive. The kids and adults had an awesome time. Thank you so much. ~

~ Sidney was an absolute stellar party host. She was friendly, personable, organized, she communicated wonderfully, and was incredible with the children. ~

~ Everything was in excellent order, kids had so much fun and Sidney was spectacular, very friendly and fun, kids loved her. Other parents are planning to have their kids party at Chuck E. Cheese's. ~



Congratulations to Frank Ramirez as he awards the next Ruby Pin earner in his district, Anahi Ponce with team Humble #105. Anahi joined the Chuck E. family 7 ½ months ago and has been a star ever since. She loves playing with the birthday child, making sure all guests at the party are participating and having the time of their lives. She is always checking to make sure mom and dad have everything they need and never have to lift a finger. Thank you Anahi, for all you do. Your Ruby Pin is very much deserved!

~ They made everything easy and quick to get the party going and had very friendly service. ~

~ My host was very nice. ~

~ Everything went so smoothly and without stress of hosting a party. Violet had such an amazing time, I know it's a birthday she won't be forgetting. ~

~ Effortless for the party and fun for the kids. ~

Congratulations to Team Manassas #118 as they celebrate 5 Ruby Pin earners in their restaurant; Cecilia Portillo (1 ½ years), Dania Catalan (10 months), Magaly Leon (2 years), Nancy Villatoro (1 year), and Valery Molina (1 ½ years). Each of these ladies work hard each and every day to execute the best birthday parties Manassas has ever had, and it shows! They all create a fun, inviting atmosphere for the kids to let loose and have their special day. Hospitality is their #1 priority, going above & beyond any chance they can get. Thank you to Cecilia, Dania, Magaly, Nancy, and Valery for all you do. Your Ruby Pins are very much deserved!

~ Our party hostess Cecilia was very attentive and friendly. Looking forward to coming back. ~

~ Our Assistant Dania was fabulous! She came and found us and was super organized. ~

~ Magaly was excellent! Quick, professional, and all around a wonderful hostess. ~

~ Nancy was our Party Server and she went above and beyond to make sure my kids were happy. Very pleased for her service. Thank you Nancy! ~

~ I loved our Party Hostess Valery she really made the day special for my son and my family. ~





SHOW 2 2019

Chuck E. Cheese Show 2 2019



Show 2, 2019 is being sent out this Friday, 3/29. Please install as soon as you receive. Show 2, 2019 will play through June 2, 2019.

Are you ready to Cha Cha? Included in Show 2 is **Chuck E.'s newest Live Show and Ticket Splash, "The Chuck E. Cha Cha."** Within Show 2, it is available for you to perform by selecting from the show control panel or the DVD menu. Be sure you learn it because come June 3 it will become an automatic Live Show.



Also, a big shout out to the Cast Members from restaurant #510, our 2018 Live Show Contest Winners. You can spot them dancing with Chuck E. in the new video!

Here is the show release schedule for 2019:

Show 2 2019: April 1 – June 2 (Spring)

Show 3 2019: June 3 – September 1 (Summer)

Show 4 2019: September 2 – November 3 (Fall)

Show 5 2019: November 4 – December 29 (Holiday)

If you do not see Show 2, 2019 arrive by the end of the week or you need a replacement, please email:

showwarranty@cecentertainment.com or call

Nicole Cooper at (972) 258-4574.



RISK
MANAGEMENT

RISK management

Tip of the Week:

Slip and fall prevention

- Clean up spills immediately
- Use a wet floor sign during mopping and until the floor has dried.
- Use a wet floor sign in all areas of the restaurant including the restrooms.



PURCHASING

ROCK N' PIZZA ROLL BOXES

HEADS UP!

Rock N' Pizza Roll boxes will be drop shipped to everyone (excluding Canada) starting this coming week. Even though this item will no longer be on your menu, you will still be able to sell one if a guest asks for it.

(and it may come back, too!)

If you have any questions, please reach out to

purchasing@cecentertainment.com



MARKETING

3RD PARTY DELIVERY ATTENTION!

Unicorn Churros **WILL** be offered via 3rd party delivery, there are special packaging instructions for this product.

A hard copy of the delivery instructions for the Unicorn Churros will arrive in each restaurant the 1st week of April from the Support Center.

If you have any further questions, please refer to the communication sent out by Marketing



PURCHASING

CELERY SUBSTITUTION

Due to the recent celery price increase, we have decided to substitute out celery for baby carrots.

For each order of wings you will replace the 4 celery sticks with 4 oz. (by volume) of baby carrots.

Platters

Wings Platters:

- You will use this portion for each order of wings (medium will have 2 portions, large will have 3, etc)



Sampler Platters:

- 4 oz. for a Large App Sampler, and 2 oz. (1/2 the portion) for the App Sampler

Veggie Platter:

- Substitute the celery sticks for 8 oz. of cucumber slices

Please discontinue ordering celery IMMEDIATELY, but do not switch to this new standard until AFTER you have run out of current celery in your restaurant.

For further details regarding this substitution, please refer to the communication sent out by L&D



CHUCK E. LEARNING

SECRET SHOPPER



The Secret Shopper time of year is on us and we want you to be ready and successful! Adjustments have been made to help you be more in control of your score.

Keep your eyes open over the next few weeks for special Secret Shopper tips/tricks to help you maximize your score!

This week's tips/best practices for a successful Secret Shopper experience:

- Kid Check – Be enthusiastic and **ALWAYS** keep our standards at top of mind!
- Sales Associates – Be well versed on all current promotions and brush up on suggestive selling skills!



FACILITIES

WORK ORDER PRIORITY

Need to change your Work Order Priority?

- Open the work order and go to *'select action'*.
- Choose *'edit reported problem'*
- Pick the new priority
- Go to *'edit reason'* and put why you are changing priority.
- Click *'save'*
- When asked if you would like to re-assign the work order, click *'no'*

Remember that picking P1 emergency automatically authorizes overtime rates. If it is something that can wait, then pick P2, (next business day), or P3 (routine).



OPERATIONS

NAME BADGE OF PRIDE

The creative name badges are coming in, check out some of the entries from this week!



Name badge creations will be featured in the Focus over the next several weeks, be sure and send yours in to

myfavoritefun@cecentertainment.com

CHUCK E. CHEESE'S HOT JOBS



General Manager

834 ~ Edmonton, AB	798 ~ Rochester, MN
049 ~ Lancaster, CA	311 ~ Las Vegas Eastern Ave, NV
410 ~ Sacramento, CA	517 ~ Rochester, NY
765 ~ Lemon Grove, CA	653 ~ Yonkers, NY
053 ~ Crystal Lake, IL	840 ~ Amherst, NY
349 ~ Batavia, IL	738 ~ Sharonville, OH
688 ~ Arlington Hts, IL	743 ~ Mentor, OH
916 ~ Fairview Hts, IL	074 ~ Antioch, TN
963 ~ Lexington, KY	856 ~ Waco, TX
709 ~ Lake Charles, LA	652 ~ Richmond, VA
	843 ~ West Allis, WI

District Manager

District Tech Manager Oklahoma City, OK #888
Latin American Operations Consultant

Tech Manager

560 ~ Mobile, AR	612 ~ Athens, GA	527 ~ Hempstead, NY
671 ~ Little Rock, AR	615 ~ Fayetteville, GA	386 ~ Goldsboro, NC
108 ~ Redwood City, CA	073 ~ Matteson, IL	561 ~ Cincinnati Colerain, OH
325 ~ Fullerton, CA	670 ~ Columbus, IN	537 ~ Monroeville, PA
414 ~ Murrieta, CA	401 ~ Gaithersburg, MD	539 ~ Reading, PA
439 ~ National City, CA	478 ~ Danvers, MA	055 ~ Knoxville, TN
761 ~ Santa Maria, CA	713 ~ Southgate, MI	970 ~ Memphis, TN
784 ~ Vista, CA	568 ~ Lincoln, NE	031 ~ Tyler, TX
711 ~ Superior, Co	484 ~ Jersey City, NJ	857 ~ Sherman, TX
605 ~ Savannah, GA	332 ~ Albuquerque, NM	319 ~ Greenbay, WI

Please visit www.chuckecheese.com/careers to review all open Chuck E. Cheese positions

interested in a peter piper opportunity?



Tech Manager

Mesquite, TX #1273

Please visit <http://www.peterpiperpizza.com/search-jobs.html> to review all open Peter Piper Pizza positions